Message from Paul Jablonski, CEO

I have been in transit my entire working life. I started as a bus driver in Massachusetts and now I am the CEO of one of the best transit systems in North America. Without a doubt, transit is a fantastic career choice. For people who want to work hard in an exciting environment, it provides exceptional growth and advancement opportunities. At the same time, it provides great benefits for you and your family. I invite you to check **www.sdmts.com** often and apply for a career with MTS. You never know where a job in transit will lead you!

Applications and/or resumes with salary history may be submitted to MTS via:

U.S. Mail

MTS Human Resources Department
1255 Imperial Avenue, Suite 1000
San Diego, CA 92101

Fax

619-557-4585

Email

jobs@sdmts.com

Job Announcement

ASSISTANT SUPERVISOR – TRANSIT STORE

As the largest provider of public transportation in San Diego County, and 2009 winner of the American Public Transportation Association's award for Most Outstanding Public Transit System, the Metropolitan Transit System (MTS) is committed to providing exceptional service to the people of the San Diego region.

Every year more than 85 million people ride MTS buses and Trolleys. We have more than 80 fixed-route bus lines and 54 miles of Trolley service. Our fleet of compressed natural gas buses and electric Trolleys allow MTS to be one of the greenest companies in San Diego. As our region continues to grow, there will be a greater dependence on public transportation to help achieve mobility goals. The long-range transit plan for the region envisions several new trolley lines and Bus Rapid Transit lines, some of which will come on line in the next two years. And plans are progressing to expand the Trolley 11 miles from Old Town to UCSD and University Town Center. MTS is one of the most modern and dynamic public transportation systems in North America and we would love for you to help us achieve our goals!

Summary

Under the direction of the Transit Store Supervisor, this position assists with all work performed by the Transit Store Supervisor, handles sales of all types of transit fare media and ID cards and assists clerks at The Transit Store. Other essential duties and responsibilities of The Transit Store Assistant Supervisor.

Example of Duties

Essential Functions

- Performs bookkeeping consignment /reconciliation functions for all sales at The Transit Store.
- Performs the duties of the Transit Store Supervisor in their absence.
- Opens and/or closes the store daily.
- Handles the sale of all forms of transit fare media, i.e., Compass cards, tokens, tickets, etc., and is responsible for consigned fare media.
- Assists Clerks with balancing.
- Gives out route, schedule, fare and other information on MTS services.
- Oversees the issuance of Transit I.D. Cards: Senior, Disabled and Youth as well as Compass Cards of all types. Verifies eligibility requirements, makes and accepts payment for the cards.
- Reviews and updates procedure manual at The Transit Store to ensure safety and security of staff and materials at the facility.
- Helps intake, process and oversee lost and found items delivered to The Transit Store.
- Cooperatively works with MTS, SANDAG and NCTD staff person(s) to ensure smooth functioning of facility.

Duties may include, but are not limited to, the following:

- Handles customer service walk-ins.
- Performs other duties as needed and/or assigned.

The San Diego Metropolitan Transit System is an Equal Opportunity Employer. Women and minorities are encouraged to apply.

Qualifications

Knowledge, Skills and Abilities

Possess knowledge of or the ability to learn the services, policies and regulations of MTS and its subsidiaries. The ability to read, understand and apply MTS and SDTC policies and regulations and the union labor contract. Have an excellent knowledge of San Diego County, its streets and outlying areas. Have the ability to deal with customer-relation problems. Must have good verbal skills; the ability to speak clearly, distinctly and effectively in person-to-person or small group situations using tact and diplomacy; the ability to establish and maintain priorities in order to complete assignments by deadlines without detailed instructions; the skill to effectively supervise subordinates in order to achieve company goals. Have skill in verifying the accuracy and completeness of forms and reports; knowledge of Microsoft Excel and Word and the ability to learn new programs specifically related to TTS, customer service or transit information databases.

Physical Requirements

The successful candidate must be able to fulfill the physical demands of the job such as walking, stooping, sitting, bending, and reaching for overhead files and occasional lifting (must be able to lift up to 30 pounds). Must be able to operate a motor vehicle and perform tasks involving manual dexterity, such as use of a computer. Work may require more than 8 hours per day or require irregular hours to perform the essential duties of the position. Duties will be performed primarily in an office type environment. May require travel to external agencies.

Experience/Education/ Certificates/License(s)

Experience in bookkeeping and performing reconciliation of sales.
Must be able to function well under pressure and be able to handle and resolve unusual or emergency situations.
Two years of experience in dealing with the public in a customer service, retail or related capacity.
Bilingual a plus.

General

Must satisfactorily pass all applicable examinations including, but not limited to, a pre-employment physical, including a urine drug screen, and a background and consumer credit check.

Salary

$38,532 to $61,743 (DOQ)

MTS employees during the filming of a recent commercial.

DISCLAIMER: *The above described job elements are intended to indicate the general nature and levels of work being performed by employees assigned to the job. They are not intended to be an exhaustive list of duties, responsibilities and skills required of employees so classified. Management retains the discretion to add to or change the duties of the position at any time.*